Presentation to the IT Directional Meeting

December 7, 2005

Pioneer Room, State Capitol Building

Agenda

1. "IT Service Management" Update (Gary Vetter)
2. Proposed IT Planning Schedule (Nancy Walz)
3. ConnectND E-apps Roll-out (Nancy Walz)
4. IT Professional Services Contract Pool (Nancy Walz)
5. Large Project Oversight Report (Nancy Walz)
6. Mainframe Migration (Linda Weigel)
7. Keeping nd.gov current (Vern Welder)
8. New Mainframe Software Development tools (Vern Welder)
9. Web Services available from ITD (Vern Welder)
10. Meeting Room Connections (Jerry Fossum)
11. Moving and Wiring Costs (Jerry Fossum)
12. Metro Fiber Ring (Jerry Fossum)
13. VoIP (Jerry Fossum)
14. Network RFP Update (Jerry Fossum)
15. 2nd Data Center Update (Dan Sipes)
16. Security Audit Update (Dan Sipes)

Customer Service Division

Presented by:
Gary J. Vetter, Director

IT Service Management

"ITD will **make it easy for customers** to conduct business with us."

"ITD will **meet or exceed customer expectations** for service."

"ITD will **consistently deliver services** to meet our customers' business needs.

- Excerpts from 2005-07 ITD Strategic Plan

IT Service Management

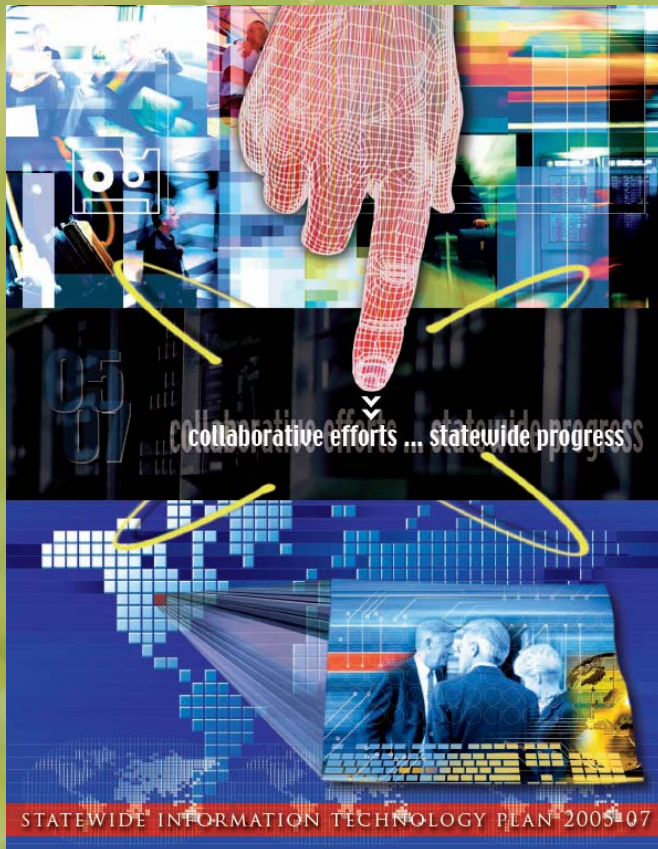**What does it mean to be a Customer-Centric Information Technology Department?**

"Customer-Centric means customers are the heart of our business; our goal is to build long-term relationships and IT solutions."

"Customers will find a more consistent, timely, and customer-friendly ITD."

- Excerpts from 2004-05 ITD Annual Report
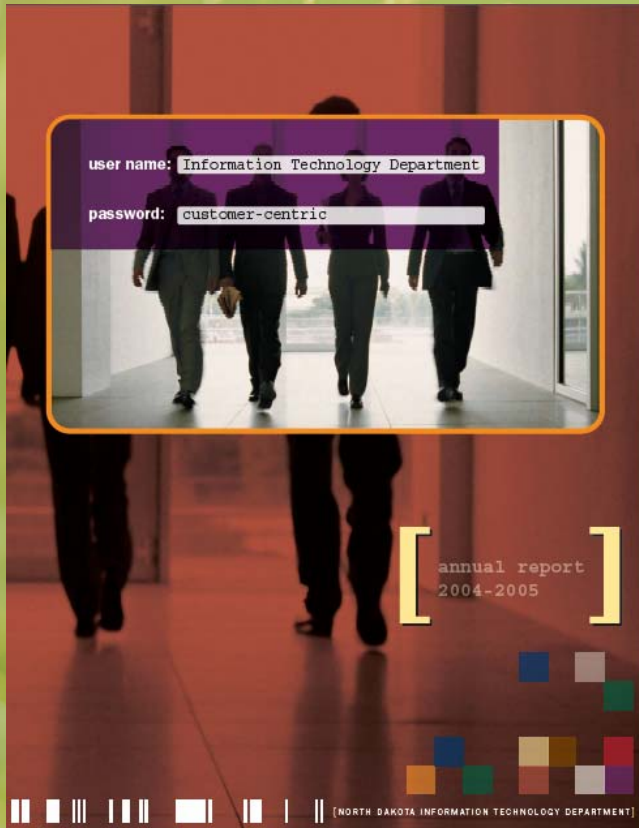
IT Service Management

Help Desk → "**Service Desk**"

"As part of its emphasis on customer service, ITD is planning a major transformation of the Support Center. ITD's goal is '*Best in Class*' in 6 years."

\- Excerpt from 2005-07 ND Statewide IT Plan

IT Service Management

Service Desk: "Single Point of Contact"

- Customers no longer need to understand and navigate ITD's organizational structure.

- All customer contacts are documented and managed.

- Service support and delivery are more consistent.

- Trend reporting and root-cause analysis reduce recurring incidents.

- Resolution time is improved through efficient and effective use of technical staff.

- Customers have access to a wider range of specialized skills.

- Areas for improving customer experiences are easily identified.

Incident Management: "Priority Matrix"

IMPACT

	EXTREME Major Incident	HIGH Cannot conduct core business	MEDIUM Restricts ability to conduct business	LOW Does not significantly impede business
HIGH Requires resolution ASAP		1	2	3
MEDIUM Requires resolution in near future		2	3	4
LOW Does not require significant urgency		3	4	5

URGENCY

- The **priority** for allocating resources to resolve the incident is based upon a combination of Urgency and Impact.

- **Urgency** is an assessment of the speed with which an incident needs resolution.

- **Impact** reflects the likely effect the Incident will have upon the customer's business.

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IT Service Management

Incident Management: "Key Performance Indicators"
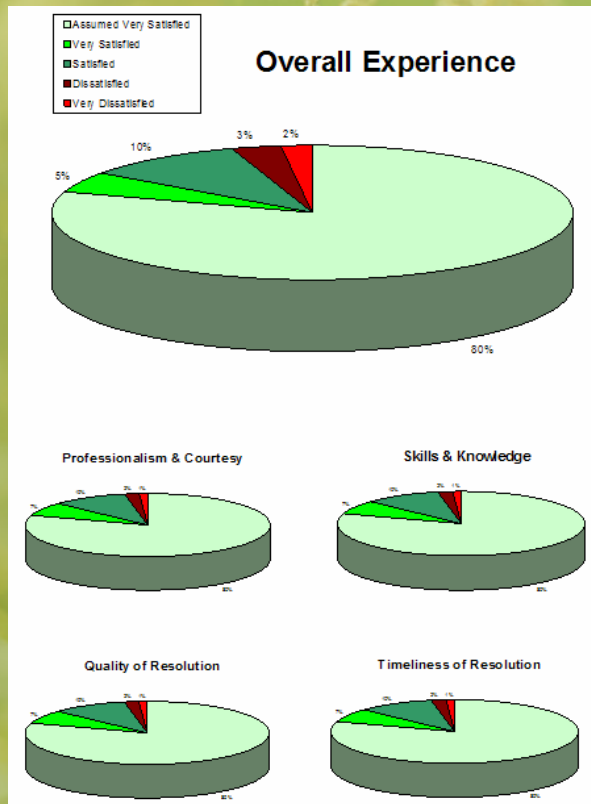
- Managing Customer Expectations

- Overall Customer Satisfaction

"What gets measured, gets managed..."

IT Service Management

Incident Management: **"Managing Customer Expectations"**

- Set common goals across ITD for Incident Management

  Tell customers upfront what they can expect

  Communicate and negotiate throughout the Incident life-cycle

- Ask for customer feedback

IT Service Management

Incident Management: "Managing Customer Expectations"

Quick Fix	n **minutes**
Major Incident	**Immediate attention; 24/7 effort until resolved/contained**
	(**n hour escalation/communication**)
Priority 1	**Immediate attention; 24/7 effort until resolved/contained**
	(**n hour escalation/communication**)
Priority 2	n **hours; 24/7 effort at managerial discretion**
Priority 3	n **business day(s)**
Priority 4	n **business days**
Priority 5	**N/A**

IT Service Management

Incident Management: "Overall Customer Satisfaction"

Closed Incident Email to the customer

Subject: An Incident reported to the ITD.Service.Desk has been closed.

Message:

Hello ___First Name___,

The following Incident #_____ reported on __date___ to the ITD.Service.Desk has been closed.

Reported Incident Description:
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Closed Incident Description:
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Should you require additional follow up on this Incident, or feel the Incident has not been resolved to your satisfaction, please contact the ITD.Service.Desk at 701-328-4470 / 800-837-9807 or via email to itdservicedesk@state.nd.us.

One of ITD's Guiding Principles is SERVICE; we hold ourselves accountable for a positive customer experience. Let us know how we are doing! Without your feedback, we can only assume that you were VERY SATISFIED with the service and support you received. So PLEASE take a moment to complete a brief survey at:
http://itdwwwdev1.itd.nd.gov/itd/heatsurvey/heatsurvey.aspx?incident=123456

Thank you,

ITD.Service.Desk
Customer Services Division
Information Technology Department
State of North Dakota
600 E. Blvd Ave – Dept.112
Bismarck, ND 58505-0100

701-328-4470 / 800-837-9807
itdservicedesk@state.nd.us

Customers will be told about a survey process throughout the Incident lifecycle.

One of ITD's Guiding Principles is SERVICE; we hold ourselves accountable for a positive customer experience. Let us know how we are doing! Without your feedback, we can only assume that you were VERY SATISFIED with the service and support you received. So PLEASE take a moment to complete a brief survey at:

http://itdwwwdev1.itd.nd.gov/itd/cssurvey/...

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IT Service Management

Incident Management: "Overall Customer Satisfaction"

ITIL
The IT Infrastructure Library

Change Management: "Project Kick-off"

The **facilitation**, **control**, and **coordination** of change
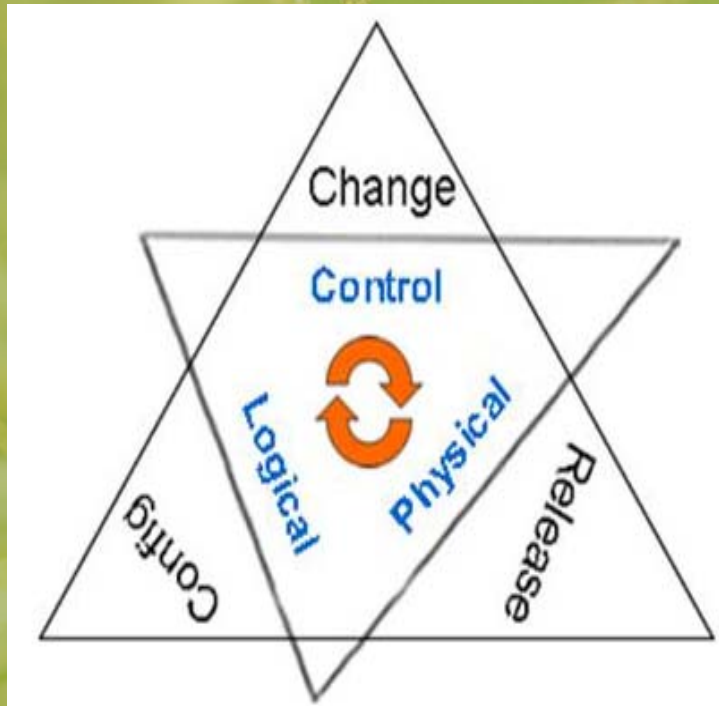
- To ensure standardized methods and procedures are used for efficient and prompt handling of all changes.

- To minimize the adverse impact of changes upon service quality.

- To assess the potential benefits of a change to the organization against its risks and associated costs.

- To ensure that appropriate, authorized infrastructure changes are implemented successfully

IT Service Management

Enterprise ITSM: "Toolset"

- Extending traditional Help Desk applications into a suite of IT Service Management modules

- Ongoing **PeopleSoft "CRM Helpdesk"** feasibility study

IT Policy & Planning Division

Presented by:
Nancy Walz, Director

Proposed IT Planning Schedule

- **It's not too early – start now!**
- **Early Feb. – IT Plan briefing for agencies**
  - **EA future states**
  - **EA & ITD technology direction & budget implications**
  - **ITD projected rates**
  - **IT Planning Guidelines**
- **Mar./Apr. – meet with agencies**
- **July 15 – plans due – NDCC has no process for extensions**
- **July / Aug. – SITAC prioritizes large projects based on BARS business cases**
- **Nov. – State IT Plan and Executive Recommendation published**

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IT Planning Considerations

- **No significant changes to BARS input.**
- **Plan reports will be available from BARS.**
- **Application inventory and replacement information will be collected.**
- **IT assets should be in PeopleSoft.**
- **Planning staff is available to assist.**
- **Contact: Jeff Swank – 328-1994**

ConnectND E-apps Rollout

- **My Benefits, My Paycheck, My Leave Balance, and My SSN/Bank Info**

- **Team meets with HR and IT staff**

- **End user communication materials provided**

- **ND Gov accounts need to be matched with employee IDs**

- **2 to 7 days for each agency implementation**

- **Lori Berger (OMB) / Steve Goroski (ITD)**

ConnectND – Other Projects

- **HRMS 8.9 – Currently planning for spring 2006 upgrade**

- **Time and Labor – Proof of Concept demo planned for the week of January 30th.**

- **Reporting improvements – Implementing quick hits, evaluating larger initiatives**

- **Benefits Open Enrollment – Fall 2006**

IT Professional Services Contract Pool

- **11 categories**

- **8 agencies participated in the evaluation**

- **21 companies awarded contracts**

- **Information sessions held Nov. 14-15**

- **www.state.nd.us/csd/spo/contracts/html/095.htm**

- **Pat Forster – 328-1992**

Large Project Oversight

- **15 projects have been completed in the past six months.**
  - **LDRPS / COG/COOP – OMB**
  - **DREAMS & HAN - Health**
- **7 new projects in the planning stage**
  - **Medicaid System Replacement – DHS**
  - **Mainframe Migration – ITD**
  - **Legislative Applications Replacement – Leg. Council**
- **9 projects in the execution stage**
  - **TREND – integrated tax system – Tax**
  - **2nd Data Center - ITD**
- **www.state.nd.us/epm/oversight**
- **Mark Molesworth – 328-4474**

Computer Systems Division

Presented by:
Linda Weigel, Enterprise Project Manager

Mainframe Migration Project

- **Project Kick-off meeting held on 11/08/05**
- **Project Team is located above the Senate Chambers**
- **Established Website for communication**
  - **www.nd.gov/itd**
- **Finalizing the Migration Schedule and Project Plan**
- **Evaluating moving to Oracle from DB2**
- **Four phases have been identified for the migration of applications**
- **Kick-Off meeting with Phase I Agencies scheduled for 12/22/05**

Mainframe Migration Project

Phase I

Start 11/29/05 – Go Live 5/2/06

- **Attorney General**
- **Bank of ND**
- **Insurance Department**
- **Office Of Management and Budget**
- **Health Department**
- **ITD Applications**
- **Statewide System – Workforce Safety**

Mainframe Migration Project

Phase II

Start 2/6/06 – Go Live 8/9/06

- **ND Game and Fish**
- **Public Instruction**
- **Public Service Commission**
- **State Treasures Office**
- **NDPERS**
- **Job Service**

Mainframe Migration Project

Phase III

Start 5/01/06 – Go Live 11/08/06

- **Department of Transportation**

- **Highway Patrol**

- **State Radio**

- **ND University System**

Mainframe Migration Project

Phase IV

Start 8/1/06 – Go Live 3/06/07

- **Department of Human Services**
- **Secretary of State**

Software Development Division

Presented by:
Vern Welder, Director

Keeping ND.gov Current

➢ **Featured Links**

- **Hot Topics**

- **Emergency Information**

- **Seasonal Notices**

- **Promotions**

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Keeping ND.gov Current

➢ **Featured Link Criteria**

  ● **Currently a Hot Topic**

  ● **Relevant to a large audience**

  ● **Limited time opportunity**

  ● **No political advertisements**

Keeping ND.gov Current

➢ **Examples of links that have been Featured**

- ● **Hunting license lottery notices**

- ● **Income Tax Return Information**

- ● **State Fair and Prairie Rose State Games promotions**

- ● **Legislative Session Information**

New Mainframe Software Development Tools

- ➢ **Source Code Repository**
  - ● **Migrate from Librarian to ClearCase**
- ➢ **Desktop Development Tools**
  - ● **NATURAL for Windows**
  - ● **MicroFocus COBOL for Windows**
- ➢ **Green Screen methods 'can' be used but;**
  - ● **TSO and NATURAL Editor will be eliminated**
    - ▪ **Telnet into Linux**
    - ▪ **Use 'some kind of' editor**

New Mainframe Software Development Tools

- **Customers should plan to use Windows tools**
  - **Natural**
    - Users are in concurrent pool (no cost)
    - Advanced NATURAL training is CBT (1 day)
    - Deploy at ITD in early January, 2006
  - **MFCobol is desktop tool ($6,000 per seat)**
    - Each developer needs a copy
    - Classroom training
    - Deploy at ITD in late January, 2006
  - **Customers should migrate**
    - Before, or when your applications are migrated

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Web Services Available from ITD

- **What**
  - **ITD has Web Services to Share**
    - **User Login to a web site**
    - **Credit Card Processing**
- **Why**
  - **Re-use of code**
  - **Sharing state resources**
- **How to Use**
  - **Call a web service and send the required data**
  - **The web service will execute, then send the result in a standard format**

Web Services Available from ITD

➤ **How to get started**

- **Submit a Software Development Service Request via Work Management System**

➤ **Will there be more?**

- **Yes. We're watching for opportunities**

- **Future directory of available Web Services**

Telecommunications Division

Presented by:
Jerry Fossum, Director
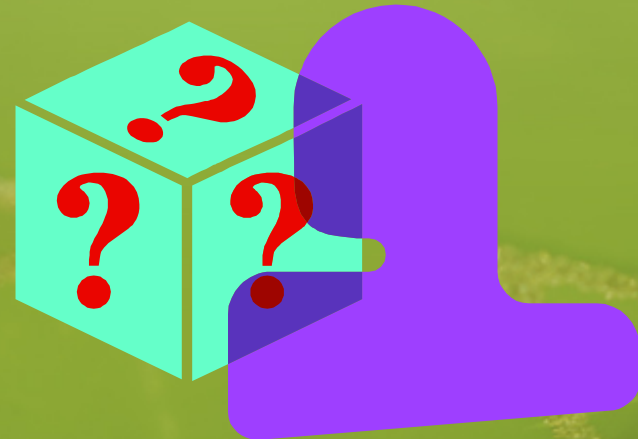
Meeting Room Connections

- **Legislative Committee Rooms & Other Rooms Generally Open to the Public**

- **Outside State Firewalls**

- **Requires VPN**

- **Make Sure Anti-virus Protection is Current & Laptop Firewall is Enabled.**

Moving and Wiring Costs

- **Involve ITD Early to Avoid Surprises**

- **Do Not Assume Existing Building Wire**

  Meets Standards

Metro Fiber Ring

- **Phase I Connects Capitol Data Center & Mandan Data Center**

- **Phase II Will Add DCN Operations & Sprint Point of Presence (PoP)**

- **Will Add New BND Building When Completed.**

VoIP

- **5 Year Migration Beginning Fall of '06**

- **Greenfield Environments will be**

Converted Beginning <u>Now</u>.

Network RFP Update

- **3 RFPs Completed**
- **Transport**
  - **Network - Awarded to DCN Currently in Negotiations**
  - **Internet – Awarded to Sprint – Contract Signed**
- **Equipment**
  - **Three Companies Awarded**
    - **AVI Systems**
    - **Corporate Technologies**
    - **Qwest**
- **Wireless Data & Voice Services**
  - **Three Respondents**
    - **Alltel**
    - **Extend America/Space Data**
    - **Verizon Wireless**
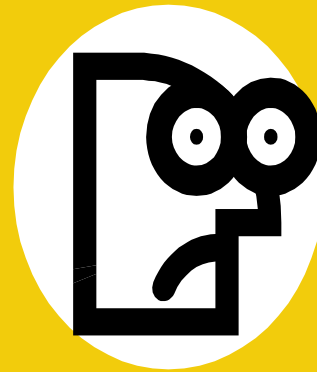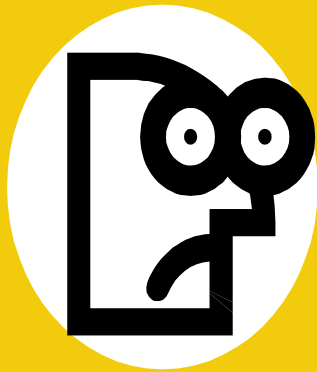 - **All bids were rejected and the current contract with Alltel has been extended to March 2007.**

Administrative Services Division

Presented by:
Dan Sipes, Director

Miscellaneous Updates

- **Security Study Update**

- **Second Data Center Update**

It's QUESTION TIME!!

Happy Holidays!